

## NETWORK SERVICES

COURSE #	TITLE	TYPE	COURSE LENGTH	RECOMMENDED WITHIN	SCHEDULED	OJT	WAIVED	NOTES
06239	Modular Splicing - Maintenance	C	5D	6 Months				
06233	Cable Repair - Pulp & Pic	C	5D	6 Months				
06215	Cable Fault Locating	C	5D	6 Months				
06234	Cable Location Records & Work Print Interpretation	C	2D	6 Months				
06125	Hazardous Materials / Waste Management	C	2D	6 Months				
TBD	Test Equipment (965, TDR, etc.)	C	1D	6 Months				
	<b><i>Advanced Training</i></b>							
06271	Aerial Lifts	A	6H	As Needed				
I/RNT	Inst/Repair Noise Transmission	A	1D	As Needed				
06212	Advanced Van & Light Truck Driver Training	A	1D	As Needed				
D904	Analog Data & Transmission - Field Tech	A	1.5D	As Needed				
vendor	Cable Pressurization	A	5D	As Needed				
06102A	Pair Gain Fundamentals	A	1D	As Needed				
06243A	Span Line Testing & Trouble Shooting	A	1D	As Needed				
	T1 - HDSL Trouble Shooting	A		As Needed				

\*Core Training courses should be listed in order of priority for proper TRAINS administration.

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# NETWORK SERVICES

**Maintenance Administrator - CSB**

**Job Title Code: 4609**

Name: \_\_\_\_\_  
 NCS: \_\_\_\_\_  
 ARC: \_\_\_\_\_  
 SS#: \_\_\_\_\_

**"Advanced Training" are courses designed to enhance employee capabilities within their current job function.**

COURSE #	TITLE	TYPE	COURSE LENGTH	RECOMMENDED WITHIN	SCHEDULED	OJT	WAIVED	NOTES
	<b><u>Core Training*</u></b>	C						
06817	CSB Initial Training	C	10D	3 Months				
05733S	Telecommunications Fundamentals	C	2D	12 Months				
06085	MLT Test Interpretation	C	1D	3 Months				
06004	Service Order Interpretation	C	1D	3 Months				
06115A	Telephone Customer Service	C	4H	3 Months				
00048D	VDT Ergonomics and You	C	1H	3 Months				
01635E	Standard Desktop	C	1D	3 Months				
06015	Professional Customer Service	C	1D	3 Months				
05416	Advanced Screener	C	5D	12 Months				

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COURSE #	TITLE	TYPE	COURSE LENGTH	RECOMMENDED WITHIN	SCHEDULED	OJT	WAIVED	NOTES
	<b><u>Advanced Training</u></b>	A						
00100	First Aid / CPR	A	1D					
00005	Initial Defensive Driving	A	1D					
06005	MTAS/ASK ME	A	5D					
59009	Nagivating the Net	A	1D					
06032	Team Member Training	A	2D					
01534	Word for Windows - Beginning	C	1D	3 Months				
01489	Word for Windows - Intermediate	C	1D	3 Months				

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## NETWORK SERVICES

### Maintenance Administrator - Construction & Engineering Job Title Code: 4609

Name: \_\_\_\_\_

NCS: \_\_\_\_\_

ARC: \_\_\_\_\_

SS#: \_\_\_\_\_

"Advanced Training" are courses designed to enhance employee capabilities within their current job function.

COURSE #	TITLE	TYPE	COURSE LENGTH	RECOMMENDED WITHIN	SCHEDULED	OJT	WAIVED	NOTES
	<b><i>Core Training*</i></b>	C						
05733S	Telecommunications Fundamentals	C	2D	12 Months				
06004	Service Order Interpretation	C	1D	3 Months				
06115A	Telephone Customer Service	C	4H	3 Months				
00048D	VDT Ergonomics and You	C	1H	3 Months				
01635E	Standard Desktop	C	1D	3 Months				
06015	Professional Customer Service	C	1D	3 Months				
06817	Introduction to LMOS	C		6 Months				
	LMOS Testing	C		6 Months				
06068	PMAC Job Aid	C		6 Months				
06005	MTAS/ASK ME	C	5D	6 Months				

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COURSE #	TITLE	TYPE	COURSE LENGTH	RECOMMENDED WITHIN	SCHEDULED	OJT	WAIVED	NOTES
00372	Substance Abuse Awareness and Assistance	C		6 Months				
06047	PBOD Training	C		6 Months				
06888	Predictor-Query Command / Transaction User	C		6 Months				
	OPAS	C		6 Months				
	LFAC's	C		6 Months				
	LEIS	C		6 Months				
	<b><i>Advanced Training</i></b>	A						
00100	First Aid / CPR	A	1D	As Needed				
00005	Initial Defensive Driving	A	1D	As Needed				
59009	Navigating the Net	A	1D	As Needed				
06032	Team Member Training	A	2D	As Needed				
01534	Word for Windows - Beginning	A	1D	As Needed				
01489	Word for Windows - Intermediate	A	1D	As Needed				

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# NETWORK SERVICES

## WCC and Cable Desk Maintenance Administrator

Job Title Code: 4609

Name: \_\_\_\_\_

NCS: \_\_\_\_\_

ARC: \_\_\_\_\_

SS#: \_\_\_\_\_

"Advanced Training" are courses designed to enhance employee capabilities within their current job function.

COURSE #	TITLE	TYPE	COURSE LENGTH	RECOMMENDED WITHIN	SCHEDULED	OJT	WAIVED	NOTES
	<b><u>Core Training*</u></b>	C						
TBD	Orientation	C	3D	Immediate				
06817	Introduction to LMOS	C	1D	Immediate				
06055	LMOS Dispatch Training	C	10D	Immediate				
06115A	Telephone Customer Service	C	4H	Immediate				
06004	Service Order Interpretation	C	2D	Immediate				
06047	PBOD Training	C	2.5D	Immediate				
	WCS Training	C		Immediate				
00048D	VDT Ergonomics and You	C	1H	Immediate				
Local/TBD	Burn Process	C	1H	Immediate				
Local/TBD	Product Training - ERIC	C	4H	Immediate				

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COURSE #	TITLE	TYPE	COURSE LENGTH	RECOMMENDED WITHIN	SCHEDULED	OJT	WAIVED	NOTES
06015	Professional Customer Service	C	1D	1st Quarter				
Local/tbd	Mandatory Coverages	C	2.5D	Immediate				
00372	Substance Abuse Awareness & Assistance	C	4H	6 Months				
	<b><u>Advanced Training</u></b>	A						
05348	AMOS Training	A	4H					
00100	First Aid / CPR	A	1D					
06005	MTAS	A	3D					
06032	Team Member Training	A	2D					
01635E	Standard Desktop	A	1D					
59009	Navigating the Internet	A	1D					
05632	COSMOS Applications	A	2D					
	Predictor	A	2D					

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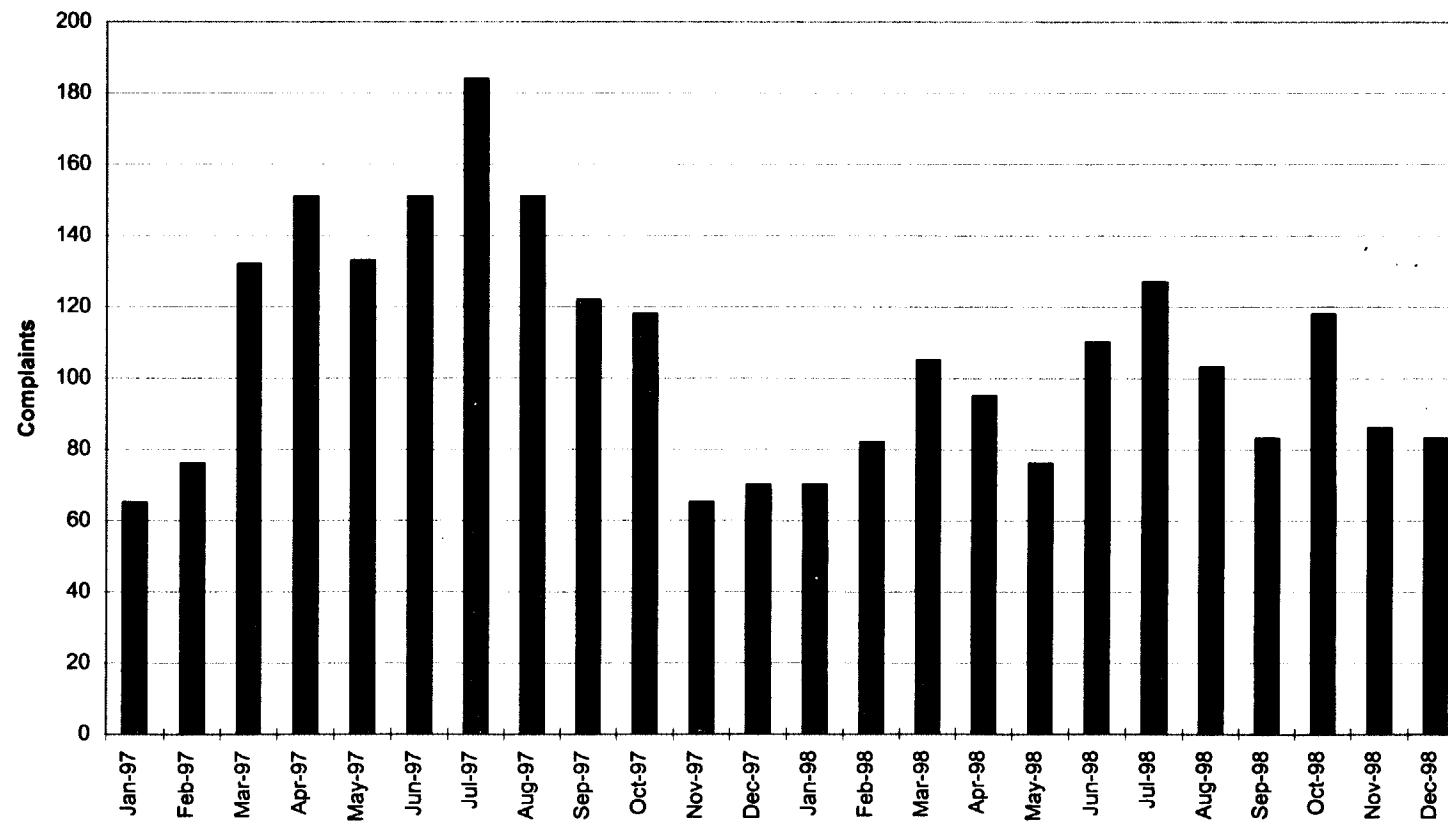
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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1997	65	76	132	151	133	151	184	151	122	118	65	70
1998	70	82	105	95	76	110	127	103	83	118	86	83

### Pacific Bell Installation Complaints





	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1997	179	176	222	260	283	219	212	172	173	138	114	179
1998	175	252	197	190	137	202	166	187	169	172	134	157

### Pacific Bell Repair Complaints

